

From Deployment to Employment

A Training Forum on Services &
Employment of Wounded
Service Members

August 30, 2006



Computer/Electronic
Accommodations
Program

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Welcome to the 2006 “From Deployment to Employment: A Training Forum on Services and Employment of Wounded Service Members.”

With great pleasure, I welcome you to the first, “From Deployment to Employment: A Training Forum on Services and Employment of Wounded Service Members.” The Computer/Electronic Accommodations Program (CAP) is the host for this event. For the past two years, the Department of Defense CAP staff members have been committed to providing needs assessments, assistive technology, and training to our nation’s wounded service members throughout their recovery and transition to employment. CAP implemented the Wounded Service Members initiative, entitled “From Deployment to Employment,” in partnership with the military treatment facilities and other program offices.

The overarching goal of the forum is to improve the information, process, and opportunities to reemploy our returning wounded service members through collaboration and coordination among the Department of Defense, the Department of Veterans Affairs, and the Department of Labor.

The objectives are for you to learn about the various programs and assistance available to wounded service members, and to become knowledgeable about the programs sponsored by the other agencies at each level of the process. The forum will provide training on available assistive technology, and ensure you understand how to request training and technology on behalf of wounded service members. It will also make certain you are familiar with the direction and guidance of the senior leadership, so you can implement the programs effectively.

Thank you for taking time out of your busy schedule to be with us today. I hope you will take advantage of this great opportunity to learn about what is available to assist our wounded service members, and share your experiences with each other. Thank you for helping advance our initiative, “From Deployment to Employment.”

Sincerely,

A handwritten signature in black ink that reads "Bill Winkenwerder". The signature is written in a cursive, flowing style.

William Winkenwerder, Jr., MD
Assistant Secretary of Defense for Health Affairs

Agenda

0800–0830	Welcome and Opening RemarksHaverford Suite Dinah F. B. Cohen, Director, Computer/Electronic Accommodations Program
	Keynote SpeakerHaverford Suite William Winkenwerder, Jr., M.D., MBA, Assistant Secretary of Defense for Health Affairs
0830–0945	Service Members Panel: Lessons LearnedHaverford Suite Moderator – Major General Elder Granger, Deputy Director, TRICARE Management Activity
0945–1000	Break
1000–1115	Workshop Set 1 Traumatic Brain InjuryPatuxent/Embassy Suites Military Support Programs: Who Can I Call?Severn/Potomac Suites VA Benefits & Services: Why Should I Enroll Now?Cartier/Tiffany Salons
1115–1130	Break
1130–1300	Lunch/Luncheon SpeakerHaverford Suite Colonel Fred V. Cherry, USAF (Retired) President, CESSI Division, Axiom Resource Management, Inc.
1300–1415	Workshop Set 2 Traumatic Brain InjuryPatuxent/Embassy Suites VA Benefits & Services: Why Should I Enroll Now?Cartier/Tiffany Salons Vocational Services: Training and Employment Opportunities for Recovering Service Members.....Severn/Potomac Suites
1415–1430	Break
1430–1545	Workshop Set 3 Computer/Electronic Accommodations Program: Wounded Service Members InitiativeCartier/Tiffany Salons Vocational Services: Training and Employment Opportunities for Recovering Service Members.....Severn/Potomac Suites Military Support Programs: Who Can I Call?Patuxent/Embassy Suites
1600–1630	Closing RemarksHaverford Suite Dinah F. B. Cohen, Director, Computer/Electronic Accommodations Program

* Assistive technology exhibits and information tables will be open from 0800 – 1700

Workshop Sessions

Service Members Panel: Lessons Learned

This discussion will serve as a forum for wounded service members to discuss and share their stories of recovery and transition. Attendees will hear firsthand accounts of the recovery and transition process, and learn how service members and their families are affected throughout the process. Lessons learned and suggestions for improvements within the care system will be discussed, and attendees will have the opportunity to interact with the panel.

Moderator – Major General Elder Granger, Deputy Director, TRICARE Management Activity

Computer/Electronic Accommodations Program: Wounded Service Members Initiative

This presentation will discuss how the Computer/Electronic Accommodations Program (CAP) provides needs assessments, assistive technology, and training to wounded service members throughout all phases of their recovery and transition to employment. An overview of available assistive technology for various disabling conditions, including vision and hearing loss, dexterity impairments to include upper extremity amputations, and communication and cognitive difficulties will be presented. In addition, methods will be identified as to how to integrate assistive technology into rehabilitative services, and several current partnerships and training models will be discussed.

Megan DuLaney, Wounded Service Member Coordinator, CAP, DoD

Michael Young, CAPTEC Manager, CAP, DoD

Military Support Programs: Who Can I Call?

This workshop will present information on the various military support programs available to service members and their families, including the Military Severely Injured Center, the Army Wounded Warrior Program (AW2), Marine For Life (M4L), Navy SAFE HARBOR, and Air Force Palace HART. Each program offers a wide range of services and assistance, and representatives will be on hand to explain how service members can take advantage of these programs. These support organizations can also serve as go-to resources for direct-service providers, and attendees will have the opportunity to ask questions, as well as receive take-home materials and contact information for each organization.

MSIC: Barbara A. Goodno, MA, Deputy Director, Military Severely Injured Center, DoD

AW2: COL Mary Carstensen, Director, Army Wounded Warrior Program

SAFE HARBOR: Antigone Doucette, Navy SAFE HARBOR Program

Palace HART: Brenda J. Liston, Chief, Community Support and Family Readiness, USAF

M4L: Col William Lake, Head, Marine for Life Program

Traumatic Brain Injury

This workshop will give service providers the opportunity to learn about traumatic brain injury (TBI). Workshop topics will include an overview of TBI, mechanisms of injury, symptoms of TBI and simple screening tools. Discussion will include the interplay between TBI and other combat-related sequelae including Posttraumatic Stress Disorder (PTSD) and substance abuse and how the complex overlay of these disorders may be understood. The workshop will end with a discussion of case management with service members with TBI. This workshop will be led by the Defense and Veterans Brain Injury Center (DVBIC) and will include discussion of DVBIC services and locations throughout CONUS.

Louis M. French, PsyD, Neuropsychologist, Chief, Clinical Services, Defense and Veterans Brain Injury Center, Walter Reed Army Medical Center

Glenn W. Parkinson, MSW, MA, Manager, Office of Care Coordination, Defense and Veterans Brain Injury Center, Walter Reed Army Medical Center

VA Benefits & Services: Why Should I Enroll Now?

This workshop will provide a clear and comprehensive overview of VA benefits and programs available to combat wounded service members. The burden of responsibility for enrolling in VA programs falls on the injured service member and their family, and many times they miss out on opportunities due to the lack of knowledge regarding VA services and eligibility options. DoD service providers should know and understand the availability of VA services, and provide encouragement and information to service members regarding enrollment and benefit eligibility; many benefits are available before separation. Timelines and the importance of enrolling in the VA system will be discussed, as well as the possible consequences of not enrolling within specified timeframes.

Lynda S. Petty, Officer-In-Charge for Veterans Benefits, Walter Reed Army Medical Center, VBA

Vocational Services: Training and Employment Opportunities for Recovering Service Members

This workshop will present information on vocational opportunities and training programs for service members. Service providers will receive information on the various services each program offers, and learn how to direct service members to the appropriate resources and contacts. This workshop will include representatives from VA Vocational Rehabilitation & Employment, REALifelines, DOL-VETS, and Operation Warfighter.

Patrick Brick, Program Manager, Operation Warfighter, DoD

Ron Drach, Director, Governmental and Legislative Affairs, VETS, Department of Labor

Nancy Glowacki, Employment Coordinator, VR&E Service, Department of Veterans Affairs

Speaker Biographies

The Honorable William Winkenwerder, Jr., M.D., M.B.A.

Assistant Secretary of Defense for Health Affairs



William Winkenwerder, Jr., MD, MBA, following nomination by President Bush and confirmation by the U.S. Senate, has served as Assistant Secretary of Defense for Health Affairs since October 2001.

In this position, Dr. Winkenwerder is responsible for overall supervision of the health and medical affairs of the Department of Defense (DoD). He serves as the principal advisor to the Secretary of Defense for all DoD health policies, programs, and activities, and exercises oversight of all DoD health resources.

The mission of the Military Health System (MHS) is to ensure the nation has available at all times a healthy fighting force supported by a combat ready healthcare system; and it is to provide a cost effective, quality health benefit to active duty members, retirees, survivors and their families. The MHS provides medical care for 9.1 million beneficiaries through a \$33 billion dollar healthcare system consisting of a worldwide network of 76 military hospitals, over 500 military health clinics, and the Department's extensive private sector health care partners.

A graduate of Davidson College, and the University of North Carolina School of Medicine, he completed his residency in Internal Medicine at North Carolina Memorial Hospital. He is Board Certified in Internal Medicine. He also completed a fellowship in epidemiology and health services research at the University of Pennsylvania and received his MBA from The Wharton School, University of Pennsylvania.

Dr. Winkenwerder came to the Pentagon after 13 years of executive leadership positions in the healthcare industry. Most recently, he was Vice Chairman, Office of the Chief Executive, and Executive Vice President of Health Care Services for Blue Cross Blue Shield of Massachusetts. He also held senior positions at Emory University and Prudential Health Care, and practiced primary care medicine.

Dr. Winkenwerder has spoken widely to various national audiences and written numerous articles on a broad array of health policy issues. He has appeared widely in the national media in his current position to communicate many DoD actions and programs in support of the health and medical needs of the United States military.

Dr. Winkenwerder has been a member of numerous professional organizations and health policy groups, and is a recognized leader in American health care.

Major General Elder Granger

Deputy Director, TRICARE Management Activity



Major General Elder Granger is the Deputy Director and Program Executive Officer of the TRICARE Management Activity, Office of the Assistant Secretary of Defense (Health Affairs), Washington, DC. MG Granger serves as the principal advisor to the Assistant Secretary of Defense (Health Affairs) on DoD health plan policy and oversight of the health plan performance. He is responsible for the operation and overall performance of the DoD's managed health care program for members of the Uniformed Services, their families, retirees and other eligible beneficiaries. MG Granger directs a staff of 185 and an annual Defense Health Program budget of \$11 billion with oversight including the effective provision of high-quality, accessible health care for 9.2 million beneficiaries worldwide.

MG Granger began his career with the Army Medical Department in 1971 as a Combat Medic with the United States Army National Guard. He earned his Bachelor of Science degree from Arkansas State University in 1976. A Distinguished Military Graduate, MG Granger was initially commissioned as a Quartermaster Officer through the Reserve Officer Training Corps. Upon graduation from the University of Arkansas School of Medicine in 1980, he was awarded the Henry Kaiser Medical Fellowship for Medical Excellence and Leadership. MG Granger completed a residency in Internal Medicine in 1983 at Fitzsimons Army Medical Center and a fellowship in Hematology-Oncology in 1986. Military schooling includes the Army Medical Department Officer Basic and Advanced Courses, the Combat Casualty Care Course, the U.S. Army Command and General Staff College, and the Army War College.

MG Granger's previous assignments include Commander, 44th Medical Command, XVIII Airborne Corps Surgeon and Director of Health Services, Fort Bragg, North Carolina; Commander, Task Force 44th Medical Command and Surgeon for the Multinational Corps Iraq; Commander U.S. Army Europe Regional Medical Command and Command Surgeon for U.S. Army Europe and Seventh Army; Commander, Landstuhl Regional Medical Center; Acting Assistant Surgeon General for Force Protection, Office of the Surgeon General, Department of the Army, Falls Church, Virginia; Commander Ireland Army Community Hospital, Fort Knox, Kentucky; Deputy Commander for Clinical Services, U.S. Army Medical Department Activity, Fort Huachuca, Arizona; Division Surgeon, 4th Infantry Division, Fort Carson, Colorado; Chief, Department of Medicine/Chief, Hematology Service, 2nd General Hospital, Landstuhl, Germany and Staff Hematologist/Oncologist, Fitzsimons Army Medical Center, Aurora, Colorado.

MG Granger is the recipient of numerous awards, decorations and honors including the Defense Superior Service Medal, the Bronze Star, the Legion of Merit with four oak leaf clusters, the Ehrenkreuz der Bundeswehr Silber by the German Army, the Meritorious Service Medal with four oak leaf clusters, the Order of the Military Medical Merit, and the Expert Field Medical Badge. He is board certified by the American Board of Internal Medicine and the Board of Hematology and Oncology. Additionally, the Army Surgeon General has bestowed upon him the "A" proficiency designator for health care professionals. MG Granger's professional affiliations include Fellow of the American College of Physicians, Member of the National Medical Association, the Interagency Institute for Federal Health Care Executives, Member of American College of Physician Executive, and the American Society of Clinical Oncology.

Speaker Biographies

Colonel Fred V. Cherry, USAF (Retired)

President, CESSI Division, Axiom Resource Management, Inc.



Born in Virginia in 1928, Fred V. Cherry began his Air Force service as an enlisted airman in 1951. Soon after, he entered flight training and became an officer and a pilot. Mr. Cherry flew 52 combat missions in the F-84G Thunderjet during the Korean War in 1953. He subsequently pulled duty in the U.S., Japan and Southeast Asia.

Later, Mr. Cherry was promoted to Major and served in Vietnam. On October 22, 1965, while flying an F-105 Thunderchief on his 50th mission over North Vietnam for an attack on a Surface to Air Missile Installation (SAM), Mr. Cherry was shot down and became a prisoner of war. Mr. Cherry's resistance to his captors resulted in torture — 93 days straight at one point. With the aid of his cell-mate, Commander Porter Halyburton, he never submitted. Mr. Cherry and Mr. Halyburton helped each survive the emotional and physical rigors. Their experience and friendship was recently chronicled by James S. Hirsh in *Two Souls Indivisible*, published by Houghton Mifflin.

After Mr. Cherry's release from Hanoi in February 1973, he was awarded the Air Force Cross. The citation lauds his "extremely strong personal fortitude and maximum persistence in the face of severe enemy harassment and torture." Mr. Cherry also received two Purple Hearts. Cherry later attended the National War College and the Defense Intelligence School in Washington, D.C. He retired as a Colonel from the Air Force in 1981 as one of the most distinguished and decorated veterans of the Vietnam War, with over 35 medals.

Upon retiring from the military, Mr. Cherry pursued employment with three different firms before launching his own business. Through a valuable friendship obtained during his imprisoned years in Vietnam, Mr. Cherry was able to receive assistance, leading him to the successful creation of Cherry Engineering Support Services, Inc. (CESSI). After a successful experience in the Small Business Administration's 8(a) program, CESSI was purchased by Axiom Resource Management, Inc. Now, as CESSI Division President, Mr. Cherry is responsible for oversight of contracts in several federal agencies, including the Social Security Administration's Ticket to Work initiative, the Office of Disability Employment Policy at the Department of Labor, and the Department of Agriculture's TARGET Center.

Mr. Cherry resides in Maryland and is also an active member of the community, providing speeches at schools and giving back to the community

Dinah F. B. Cohen

Director, Computer/Electronic Accommodations Program



Dinah F. B. Cohen is the Director for the Department of Defense (DoD) Computer/Electronic Accommodations Program (CAP). Ms. Cohen works closely with senior leadership throughout the Federal sector to ensure employees, beneficiaries, and members of the public with disabilities have equal access to Federal services and employment. Over 50,000 requests for accommodations have been filled since CAP's inception in 1990. On June 19, 2001, President George W. Bush visited the CAP Technology Evaluation Center (CAPTEC) at the Pentagon. President Bush was accompanied by the Secretary of Defense, Donald Rumsfeld, and Dinah Cohen. For the past two years, Ms. Cohen has initiated a program to provide assistive technology and accommodation support to wounded service members.

Under Ms. Cohen's leadership, CAP received the 2006 Freedom to Compete Award from the Equal Employment Opportunity Commission. CAP has also received Telework in the Federal Government Conference Leadership Award for 2004 sponsored by Potomac Forum, Ltd., the 2004 Best New Communications Ability Award, and three 2004 Horizon Interactive Awards. Ms. Cohen is the recipient of the Fred Strache Leadership Award sponsored by the California State University, Northridge Center on Disabilities, the Federal 100 Award, and the DoD Exceptional Civilian Service Award for her leadership, impact on the development, acquisition and management of information technology in the Federal government.

Ms. Cohen is an international speaker on disability policy, reasonable accommodations, accessibility and information technology and its impact on employment of people with disabilities. She continues to serve on numerous interagency, accessibility committees and conference groups.

Ms. Cohen is a Certified Rehabilitation Counselor. She received her Master's of Science degree in Counseling Psychology with a concentration in rehabilitation counseling from the State University of New York. She also holds a Bachelor's in Social Science/Elementary Education from Russell Sage College in Troy, New York.

Resources

General Resource Sites

- Military Severely Injured Center: 24/7 Family Support: 1-888-774-1361
www.military.com/support
- Operation Warfighter: www.militaryhomefront.dod.mil/operationwarfighter
- US Army Wounded Warrior Program (AW2): www.aw2.army.mil
- Marine for Life: www.m4l.usmc.mil/start.aspx
- Defense and Veterans Brain Injury Center: www.dvbic.org

Transitional Services

- Seamless Transition—Operation Enduring Freedom/ Iraqi Freedom:
www.seamlesstransition.va.gov
- DoD TransPortal—“The DoD Web Portal for the Military Transitioner”:
www.dodtransportal.org/dav/lsnmedia/LSN/dodtransportal
- Disabled Transition Assistance Program (DTAP): www.dol.gov/vets/programs/tap/main.htm

Reemployment

- DoD Vets: www.dodvets.com
- REALifelines—Recovery and Employment Assistance Lifelines:
www.dol.gov/vets/programs/Real-life/main.htm
- President’s National Hire Veterans Committee—Hire Vets First: www.hirevetsfirst.gov/
- Veterans Employment and Training Service (VETS): www.dol.gov/vets/
- eVets: www.dol.gov/elaws/evets.htm
- Always a Soldier: www.amc.army.mil/alwaysasoldier/

Vocational Services

- Vocational Rehabilitation and Employment Services: www.vba.va.gov/bln/vre/index.htm
- State Vocational Rehabilitation Services: janweb.icdi.wvu.edu/SBSES/VOCREHAB.HTM

Accommodations & Assistive Technology

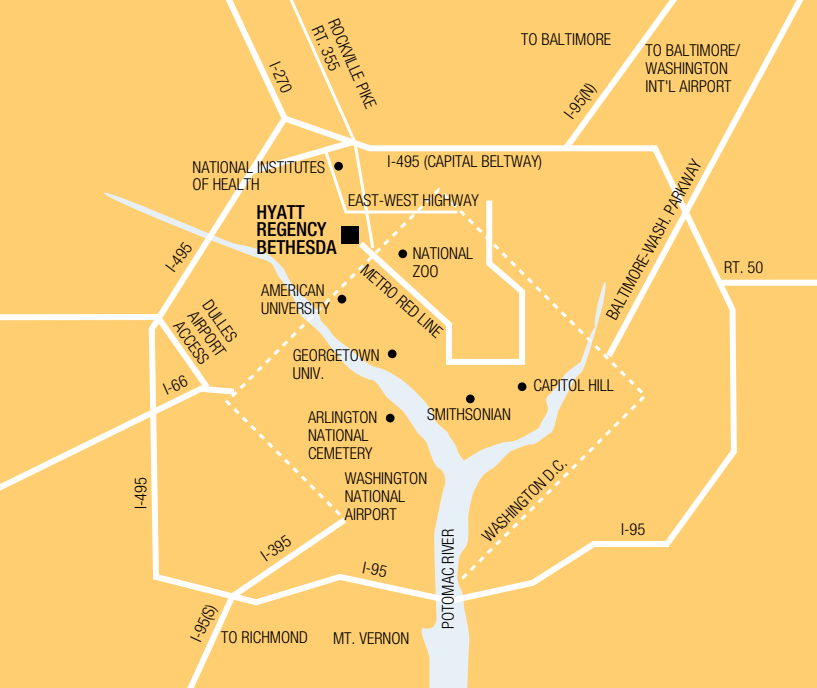
- Computer/Electronic Accommodations Program (CAP): www.tricare.osd.mil/cap/
- Job Accommodation Network (JAN): www.jan.wvu.edu



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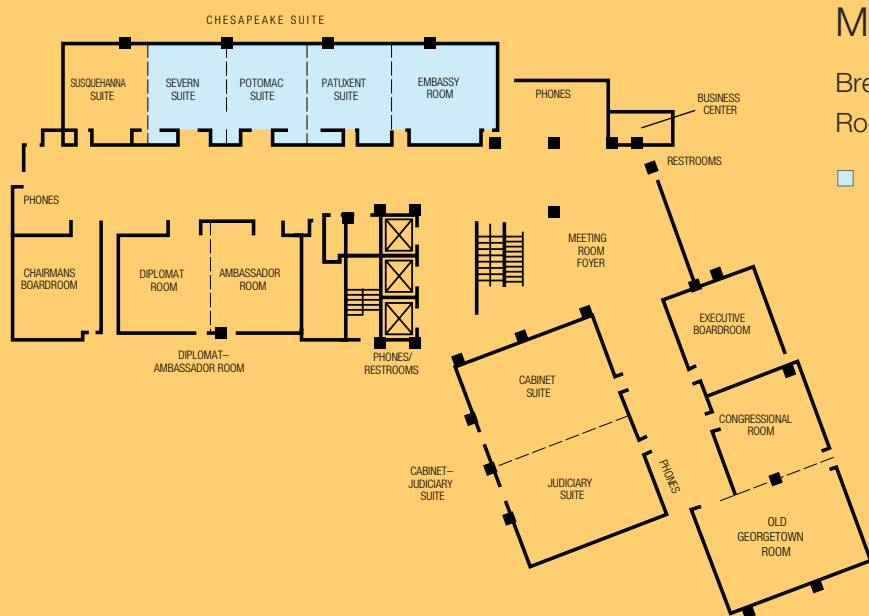
Hyatt Regency Bethesda

DIRECTIONS

From Washington/National Airport (18 miles): Take George Washington Pkwy west to I-495 North, to Wisconsin Avenue South. Hotel is on right, 2 miles.

From Dulles International (24 miles): Take Dulles Access Road east to I-495 North, to Wisconsin Avenue South. Hotel is on right, 2 miles.

From BWI Airport (32 miles): Take I-95 South to I-495 West (toward Silver Spring) to Wisconsin Avenue South. Hotel is on right, 2 miles.



Meeting Room Level

Break-out Sessions will be held on the Meeting Room Level in the Chesapeake Suites.

■ Break-out Sessions

Ballroom Level

The General Session, Lunch and Closing will be held on the Ballroom Level in the Haverford Suite.

Break-out Sessions will be held on the Ballroom Level in the Cartier and Tiffany Salons.

■ General Session, Lunch and Closing

■ Break-out Sessions

